

CITY OF GREENVILLE, SOUTH CAROLINA

Job Description #1320

June 2006

<i>Job Title:</i>	<i>Business License Officer</i>
<i>Department:</i>	Office of Management and Budget
<i>Status:</i>	Non-Exempt
<i>Immediate Supervisor:</i>	Business License Supervisor

BRIEF DESCRIPTION OF THE JOB:

This position is responsible for collecting business license revenue and enforcing the business license ordinance/code within the bounds of federal, state and local laws. Performs investigative work in the office and on-site and also assists customers with questions regarding business licensing. May perform other duties as assigned by supervisor.

ESSENTIAL FUNCTIONS:

Conducts research by field review, subcontractor lists, publications, computer reports and customer inquiries, of businesses operating in the City without a business license. Investigate, compile information and collect business license fees and penalties. Maintain clear and precise records and follow up contacts for all collections. Maintain monthly and yearly collection reports. Collect delinquent renewal business licenses and investigate business status for renewals. Assist customer with questions regarding rules, regulations and laws effecting business licensing. Must be knowledgeable of local, state and federal laws that govern business licensing. Assist in office procedures at peak times of collections.

PHYSICAL DEMANDS:

Overall Strength Demands:

Light demands include standing, sitting, walking, carrying, reaching, handling, fine dexterity, vision, hearing, and talking.

Machines, Tools, Equipment and Work Aids:

Equipment utilized includes a computer and related software, internet, copier, calculator, fax machine, telephone, printer, etc.

Environmental Conditions:

Occasional dirt and dust, extreme temperatures, noise and vibration, fumes and odors, wetness/humidity, and darkness or poor lighting.

Primary Work Location:

Office Environment and in vehicle doing field research.

Protective Equipment Required:

Equipment required includes hard hats as may be required on construction sites.

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NON-PHYSICAL DEMANDS:

Time Pressures

Frequent Change of Tasks

Working Closely with Others as Part of a Team

Performing Multiple Tasks Simultaneously

Tedious or Exacting Work

Responding to internal and external questions concerning business licensing and collections.

JOB REQUIREMENTS:

Formal Education:

A two-year Associates degree or equivalent experience in business is necessary.

Experience:

Over two years experience in collections/accounting is necessary.

Certification and other requirements:

Work toward completing training program through MASC's Business License Officials Association (BLOA). Long range goal to obtain ABL and MBL designation.

Reading:

Must be able to read receipts, reports, daily logs, business license applications, permits, ordinances, e-mail, instructions, maps, directories, signs, financial reports, federal, state and local laws/ordinances, etc..

Math:

Must possess above average math skills to calculate formulas and analyze/interpret financial information reported.

Writing:

Must be able to maintain daily logs, set up and maintain monthly and annual reports, fill out business license application, compose and maintain letters, write accurate descriptions, etc.

Reasoning:

Work requires analysis and judgment in accomplishing diversified duties. Requires the exercise of independent thinking within the limits of policies, standards, and precedents.

Interpersonal Skills:

Requires the ability to interact effectively with co-workers, supervisor, business owners/representatives, general public in person, by correspondence and by phone. Must be able to equitably deal with all socioeconomic levels within the community. Must be able to effectively educate the business community as to the requirements and procedures of business licensing.

Contacts Within the Organization:

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Contact with Fire, Police, Special Events, O.M.B., etc.

Contacts Outside the Organization:

Contact with all types of business owners and representatives from contractors to corporate officers and small business owners.

Contacts With Suppliers & General Public:

Contact with City vendors and the general public.

DECISION MAKING:

Make decisions regarding methods to accomplish duties through federal/state/local laws.

FREQUENCY AND FREEDOM TO ACT:

Frequent Freedom: Work is standard and requires the production of expected results and deadlines met by determining which procedures to follow.